

STATEMENT OF WORK INFORMATION SYSTEMS MAINTENANCE AND MANAGEMENT

1.0 BACKGROUND

The Naval Research Research Laboratory (NRL) has Management Information Systems (MIS) that provide division-level computer networking and information exchange capabilities to all system users. This requirement is for the maintenance and management of the division-level MIS system in Code 6800. This system utilizes a relational database management system (RDBMS) designed to enable and support functions such as budgeting and job cost accounting, and tracking and management of personnel, travel, procurements, miscellaneous expenses, and publications. These tasks require the support of Senior-level Systems Analysts skilled and experienced in systems analysis and design, full lifecycle Oracle application development, Oracle database administration, and user first-tier user support.

2.0 TASKS

2.1 Application Development

This task covers maintenance and enhancement of the existing applications, reports, procedures, functions and routines that comprise the division MIS system. A Senior Systems Analyst is required to perform systems analysis and design, application and report development and systems implementation.

- 2.1.1 The contractor shall perform analysis and design of all MIS components. The Oracle Designer tools will be used to design and prototype all system applications, reports, functions, procedures and database schemes.
- 2.1.2 The contractor shall perform the coding of all MIS software systems. The Oracle Designer tools will be used to code all screen and report applications, procedures, functions and associated scripts.
- 2.1.3 The contractor shall ensure implementation of all system requirements, coordinate user acceptance testing, implement change requests and manage overall application administration.

2.2 Database Administration

This task covers the functional and operational capabilities of the MIS database repository. The contractor will apply Oracle Database Administrator (DBA) skills as required to fulfill the requirements of this task.

- 2.2.1 The contractor shall perform all database administration duties, including but not limited to, software installation and upgrade, database backup and recovery, performance tuning, schema and sub-schema design and implementation, user account management, database roles and security.
- 2.2.2 The contractor shall implement and maintain database security controls in compliance with the prevailing industry best practices and NRL lab-wide information security policies and procedures.
- 2.2.3 The contractor shall facilitate data sharing with other NRL and non-NRL business units in areas where manual and automated activities intersect with lab-wide, inter-division or inter-governmental information processing and management interests.

2.3 Systems Documentation and Training

- 2.3.1 The contractor shall develop and maintain user guides and technical reference guides to document all MIS applications, reports, functions, procedures and database schemas.
- 2.3.2 The contractor shall develop training plans and materials, and conduct user training as required for all MIS applications, reports, procedures and functions.

2.4 Task Management

- 2.4.1 The contractor shall participate in regular meetings with the division staff in Code 6800 to formulate project plans by which work assignments will be managed.
- 2.4.2 The contractor shall develop and maintain a Change Request System in order to document and monitor all requests for systems changes.
- 2.4.3 The contractor shall provide weekly status reports to the Division Administrative Officer.
- 2.4.4 The contractor shall facilitate a first-tier user support mechanism to support all division personnel on MIS system issues.
- 2.4.5 The contractor shall determine and manage the staffing level of all assigned tasks and work products.

3.0 CONTRACT DELIVERABLES

3.1 Monthly Progress Reports

The contractor shall provide a monthly progress report to the Administrative Officer in Code 6800. This report shall include a summary of any problems or areas of concern for which government assistance or guidance is desired, as well as a statement of any anticipated deviation in the contractor-planned effort to achieve project objectives, including any proposed changes in key personnel.